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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/903,360	07/10/2001	James H. Kaufman	ARC920010013US1	9559
28342	7590	12/07/2005	EXAMINER	
SAMUEL A. KASSATLY LAW OFFICE 20690 VIEW OAKS WAY SAN JOSE, CA 95120			JARRETT, SCOTT L	
			ART UNIT	PAPER NUMBER
			3623	
DATE MAILED: 12/07/2005				

Please find below and/or attached an Office communication concerning this application or proceeding.

<b>Office Action Summary</b>	<b>Application No.</b>	<b>Applicant(s)</b>	
	09/903,360	KAUFMAN ET AL.	
	<b>Examiner</b>	<b>Art Unit</b>	
	Scott L. Jarrett	3623	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

#### Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

#### Status

- 1) Responsive to communication(s) filed on 17 October 2005.
- 2a) This action is FINAL.                    2b) This action is non-final.
- 3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

#### Disposition of Claims

- 4) Claim(s) 1-4,6-13,19-24,26,29 and 30 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) Claim(s) \_\_\_\_\_ is/are allowed.
- 6) Claim(s) 1-4,6-13,19-24,26,29 and 30 is/are rejected.
- 7) Claim(s) \_\_\_\_\_ is/are objected to.
- 8) Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

#### Application Papers

- 9) The specification is objected to by the Examiner.
- 10) The drawing(s) filed on \_\_\_\_\_ is/are: a) accepted or b) objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

#### Priority under 35 U.S.C. § 119

- 12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) All    b) Some \* c) None of:
1. Certified copies of the priority documents have been received.
  2. Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
  3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

#### Attachment(s)

- |  |   |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892)  | 4) <input type="checkbox"/> Interview Summary (PTO-413)                     |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948)                                     | Paper No(s)/Mail Date. _____ .  |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)<br>Paper No(s)/Mail Date _____ . | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
|  | 6) <input type="checkbox"/> Other: _____ .                                  |

### **DETAILED ACTION**

1. This Final Office Action is responsive to Applicant's amendment filed October 17, 2005 that amended claims 1-4, 6-13, 19-24 and 26, canceled claims 5, 14-18, 25 and 27-28 and added new claims 29-30. Currently claims 1-4, 6-13, 19-24, 26 and 29-30 are pending.

#### ***Response to Amendment***

2. Applicant's amendment filed on October 17, 2005 with respect amended claims 1-4, 6-13, 19-24 and 26, canceled claims 5, 14-18, 25 and 27-28 and new claims 29-30 necessitated new ground(s) of rejection.

The USC 101 rejection of Claims 1-18 and 26-28 in the previous office action is withdrawn in response to the Applicant's amendments to Claims 1-4, 6-13, 19-24 and 26 and cancellation of claims 5, 14-18, 25 and 27-28.

#### ***Response to Arguments***

3. Applicant's arguments with respect to amended claims 1-4, 6-13, 19-24 and 26, canceled claims 5, 14-18, 25 and 27-28 and new claims 29-30 have been considered but are moot in view of the new ground(s) of rejection.

It is noted that the applicant did not challenge the Official Notice(s) cited in the First Office Action therefore those statements as presented are herein after prior art.

Specifically it has been established that it was old and well known in the art at the time of the invention:

- to request/receive technical assistance wherein the assistance comprises/requires specialized skill/knowledge; and
- to determine a user's current location and providing/dispatching one or more service providers (e.g. tow truck, police, fire, rescue, etc.) to that determined location.

#### ***Claim Objections***

4. Claims 21-22, 26 and 30 are objected to because of the following informalities.  
Appropriate correction is required.

Regarding Claims 21-22, Claims 21-22 utilize the acronym GPS instead of the intended global positioning system. Examiner suggests Applicant amends one or both claims to clearly identify the acronym GPS.

Regarding Claim 26, Claim 26 appears to be missing spaces between several of the words for example "computerprogramproduct" instead of the intended computer program product.

Regarding Claim 30, Claim 30 appears to intend to recite "further comprising a user module for...".

Examiner interpreted the claim to read as recited above for the purposes of examination.

***Claim Rejections - 35 USC § 112***

5. The following is a quotation of the second paragraph of 35 U.S.C. 112:

The specification shall conclude with one or more claims particularly pointing out and distinctly claiming the subject matter which the applicant regards as his invention.

6. Claims 1, 8, 10, 12, 19, 26 and 30 are rejected under 35 U.S.C. 112, second paragraph, as being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention.

Regarding Claims 1, 19 and 26 the disclosure does not clearly define the phrases "suitable" or "acceptable" with regards to determining the suitability/acceptability of a candidate helper. The phrases suitable and/or acceptable encompass a wide range of varying definitions and without further definition these phrases are vague and indefinite.

Examiner interpreted the phrases "suitable" and "acceptable" to mean any candidate help that meets or exhibits any condition, parameter and/or constraint for the purposes of examination.

- Claim 8 recites the limitation "sending the notification of the service disruption" in
1. There is insufficient antecedent basis for this limitation in the claim.

Examiner interpreted the claim to read "the user's request for assistance comprises a transportation request" for the purposes of examination.

Claim 10 recites the limitation "sending the notification of the service disruption" in 1. There is insufficient antecedent basis for this limitation in the claim.

Examiner interpreted the claim to read "the user's request for assistance comprises a technical assistance request" for the purposes of examination.

Claim 12 recites the limitation "sending the notification of the service disruption" in 1. There is insufficient antecedent basis for this limitation in the claim.

Examiner interpreted the claim to read "the user's request for assistance a information resource request" for the purposes of examination.

Claim 30 recites the limitation "user module" in 29. There is insufficient antecedent basis for this limitation in the claim.

Examiner interpreted the claim 29 to intend to recite "a user module for" for the purposes of examination.

***Claim Rejections - 35 USC § 103***

7. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negatived by the manner in which the invention was made.

8. Claims 1, 8-11, 19-23, 24, 26 and 29-30 are rejected under 35 U.S.C. 103(a) as being unpatentable over U.S. O'Meara et al., Patent Publication No. 2002/0077876:

Regarding Claims 1, 19 and 26 O'Meara et al., teach a system and method for scheduling and allocating location/time specific user requests for assistance (assignments, orders, tasks, etc.) to acceptable and/or suitable candidate helpers (mobile agents, personnel, service providers, etc.) wherein a helper's suitability/acceptability is based on a one or more parameters/conditions including but not limited to: availability, future scheduled events (calendar of events), location and time the helper is expected to be free/available, the distance from the service provider to the requested service, helper skill set, journey time and the like ("Suitability of agent is dependent on location and time of availability", Paragraph 0015; Paragraphs 0016, 0027, 0029-0030, 0045-0050, 0099, 0113, 0117, 0138-0141; Figures 7, 9).

O'Meara et al. further teach assigning/scheduling the most acceptable and/or suitable candidate helper in response to a user's request for assistance is old and well known and "generally means the person who can arrive first at the location where the

repair is required" (Paragraphs 0005-0007). However O'Meara et al. further teaches that the closest candidate helper may not be the most suitable and/or acceptable (Paragraph 0006).

More specifically O'Meara et al. teach a system and method for automatically assisting users upon receiving a user request for assistance, comprising:

- retrieving a list of candidate (potential) helpers (service providers, businesses, users, mobile agent, etc.; "location details of the order can simply be compared with position of that location in the prioritized listing for each agent to identify the agent who can reach the customer the earliest.", Paragraph 0016; Paragraphs 0010-001, 0019, 0047-0049, 0065-0069; Figure 9);

- automatically determining the user's current location ("input interface receiving a location-based order and recording the location and time at which the order is to be fulfilled.", Paragraph 0048)

- determining the current location, capability, suitability and calendar of events (schedule) for each candidate helper (Paragraphs 0010-0014; 0027, 0029-0030);

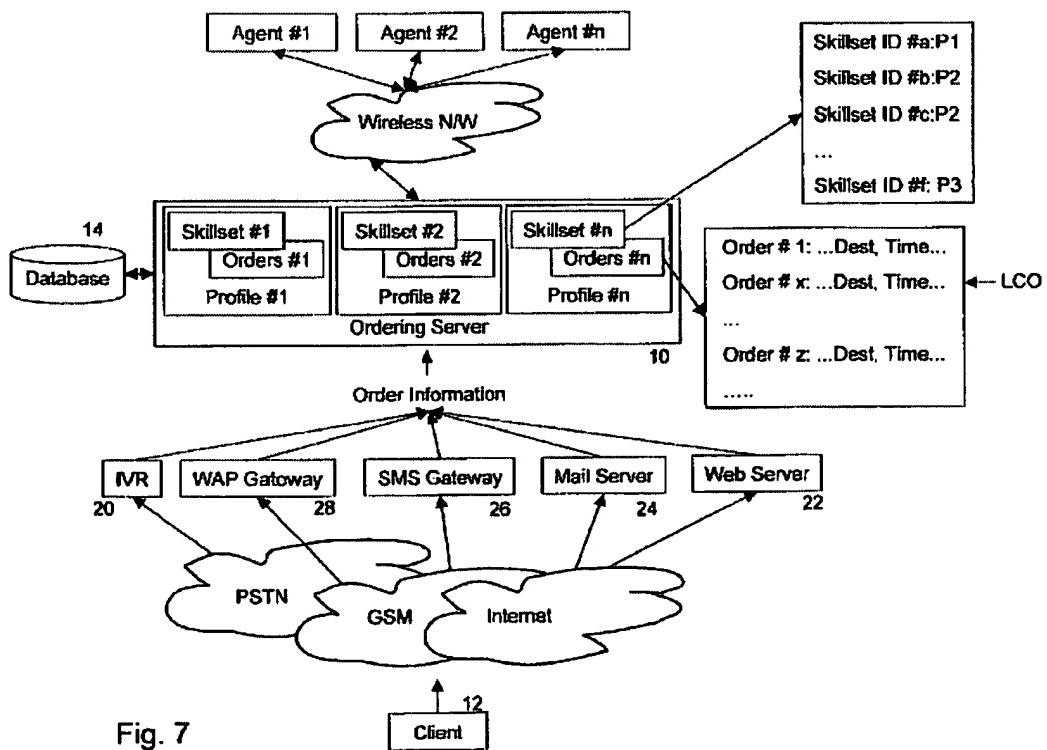
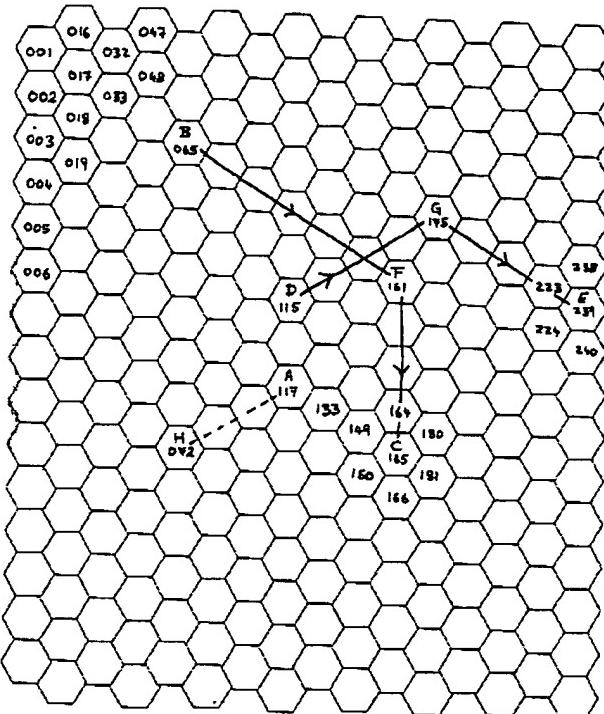
- based on the candidate helper's schedule (calendar, appointments, etc.) automatically projecting (forecasting, estimating, determining, etc.) a physical location for each candidate helper during a time period (projected, desired, future, current, etc.) for rendering service to the user (Paragraphs 0027, 0029-0030, 0099; Figures 2A, 2B, 3, 6);

- if the projected (future) physical location for each candidate helper is suitable further determining other obligations (future appointments, schedule of events, business

operating hours, etc.) during the assistance time period (Paragraphs 0027, 0029-0030, 0035, 0041-0044); and

- wherein if the other obligations for each candidate helper are acceptable (e.g. no other obligations, next/previous appointment are close, enough time to travel from current/future/previous appointment/service to user requesting service, etc.) automatically dispatching (scheduling order, placing order on agent's list, etc.) one or more candidate helpers (service providers, mobile agents) from the list of candidate helpers ("determining from the prioritized listing a suitable agent to fulfill the order; and an output interface for allocating the order to the identified agent.", Paragraphs 0049-0059; Paragraphs 0045-0048, 0138-0141; Figure 9).

FIG. 3



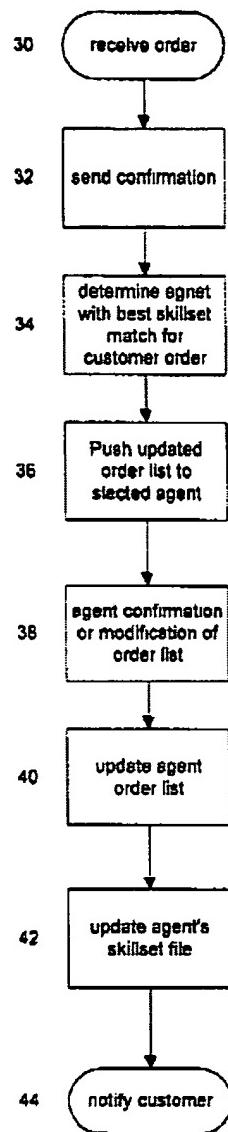


FIG. 9

While O'Meara et al. teaches that the system and method for dispatching candidate helpers in response to a user's time and location specific request for assistance applies to any of a plurality of industries, situations, helpers, services, or the like O'Meara et al. does not expressly teach that these assistance provided is

specifically directed towards assisting a user recover from an unexpected disruption of service as recited in the preamble of claims 1, 19 and 26.

Official notice is taken that assisting users recover from unexpected disruption of service is old and very well known (e.g. technical help centers for computer or other technical problems due to system malfunctions/errors/crashes, roadside assistance services such as towing or the like for disabled vehicles, etc.).

It would have been obvious to one skilled in the art at the time of the invention that the system and method for dispatching candidate helpers in response to a user's time and location specific request for assistance, with its applicability to any of a plurality of industries, situations, helpers, services or the like, as taught by O'Meara et al. would have benefited from assisting users recover from unexpected disruption of service in view of the teachings of official notice.

Further it is noted that while O'Meara et al. teaches that the system and method for dispatching candidate helpers in response to a user's time and location specific request for assistance applies to any of a plurality of industries, situations, helpers, services, or the like O'Meara et al. does not expressly teach that these assistance provided is specifically directed towards assisting a user recover from an unexpected disruption of service as recited in the preamble; however, these differences are only found in the non-functional descriptive material and are not functionally involved in the

steps recited nor do they alter the recited structural elements. The recited method steps would be performed the same regardless of the specific type of assistance that is provided or the intended field of use for the system/method. Further, the structural elements remain the same regardless of the specific type of assistance that is provided. Thus, this descriptive material will not distinguish the claimed invention from the prior art in terms of patentability, see *In re Gulack*, 703 F.2d 1381, 1385, 217 USPQ 401, 404 (Fed. Cir. 1983); *In re Lowry*, 32 F.3d 1579, 32 USPQ2d 1031 (Fed. Cir. 1994); MPEP 2106.

Regarding Claims 8-9 O'Meara et al. teach a system and method for dispatching a helper in response to a user's request from assistance wherein the user's request for assistance comprises a transportation request and executing a transportation request routine (code, program, checklist, order, etc.) in response to the request (e.g. users requests/makes a taxi reservation/request and a suitable taxi is identified and scheduled; Paragraphs ;0085-0088; Figure 3).

Regarding Claims 10-11 O'Meara et al. teach a system and method for dispatching a helper in response to a user's request from assistance wherein the user's request for assistance comprises a technical assistance request and in response to the request executing a technical assistance request routine (dispatching a service/repair technician/personnel; Abstract; Paragraph 0005, 0026, 0115).

Regarding Claims 20 and 29 O'Meara et al. teach a system and method for scheduling a helper in response to a user's request for assistance further comprising a user module (subsystem, component, device, code, program, etc.) for transmitting the user request for assistance (Internet, IVR, input interface; Paragraphs 0048, 0048, 0116, 0152; Figure 7, Element 12).

Regarding Claims 21 and 30 O'Meara et al. teach a system and method for scheduling a helper in response to a user's request for assistance wherein the user module further comprises a global position system interface (link, API, port, etc.; Paragraphs 0006, 0037).

Regarding Claim 22 O'Meara et al. teach a system and method for scheduling a helper in response to a user's request for assistance wherein in at least one of the candidate helper's modules (device, computer, subsystem, etc.) includes a session manager and a GPS interface (Internet/Web, WAP Gateway, etc.; Paragraphs 0006, 0037, 0116; Figure 7).

Regarding Claim 23 O'Meara et al. teach a system and method for scheduling an agent in response to a user's request for assistance wherein the system (server module, subsystem, code, etc.) includes a plurality of system (server) information interfaces (links, APIs, subsystems, etc.; Paragraph 0116, 0142-0143; Figure 7).

Regarding Claim 24 O'Meara et al. teach a system and method for scheduling an agent in response to a user's request for assistance wherein the system comprises a plurality of information in a database (Paragraph 0119; Figure 7, Element 14).

O'Meara et al. does not expressly teach that the system and method for automatically assisting user's by dispatching helpers in response to user's requests for assistance utilizes a *plurality* of databases.

Official notice is taken that the utilization of a plurality of databases (data sources, data tables, data stores, etc.) is old and very well known for providing access and/or management of a plurality information or providing systems with well known mechanisms for addressing/meeting scalability, reporting or disaster recovery needs/requirements.

It would have been obvious to one skilled in the art at the time of the invention that the system and method for dispatching helpers in response to location/time specific user's request for assistance, with its utilization of a plurality of information stored in a database, would have benefited from utilizing a plurality of databases to store the plurality of information in view of the teachings of official notice.

9. Claims 2-4 are rejected under 35 U.S.C. 103(a) as being unpatentable over U.S. O'Meara et al., Patent Publication No. 2002/0077876 as applied to claims 1, 8-11, 19-23, 24, 26 and 29-30 above, and further in view of Lockwood et al., U.S. Patent No. 6,694,234.

Regarding Claims 2-3 While O'Meara et al. teach that the system and method for responding to user's request for assistance further comprises enabling a user (e.g. dispatcher, manager, etc.) to select which helper to dispatch O'Meara et al. does not expressly teach sending a list of candidate helpers to *the user* or subsequently the enabling *the user* (requestor) to select one or more candidate helpers to be automatically dispatched as claimed.

Lockwood et al. teach sending (providing, displaying, etc.) a list of candidate helpers (service providers, personnel, services, etc.) to the user in response to a user's request for assistance and the user subsequently selecting one or more candidate helpers from the list to be automatically dispatched (Column 10, Lines 50-65), in an analogous art of assisting users with requests for assistance, for the purposes of assisting users in emergency/distress situations through the execution of a response plan (Column 1, Lines 14-20, 33-68; Column 2, Lines 1-14).

More generally Lockwood et al. teach a system and method for automatically assisting a user recover from an unexpected disruption of service upon receiving a service request from the user wherein the system automatically determines the location

of the user via GPS (Column 5, Lines 13-20) and based at least on the user's location and the type of request (emergency) the system/method retrieves and sends a list of acceptable and/or suitable candidate helpers from which the user can select and have automatically dispatched (response options based on the user's problem/event and profile; Column 1, Lines 55-68; Column 2, Lines 1-14) and/or automatically dispatching one or more suitable and/or acceptable candidate helpers (Column 8, Lines 11-52; Column 9, Lines 1-10).

Lockwood et al. further teaches that the system and method for assisting users in response to user's request for assistance is linked to a plurality of other systems/information providers utilizing well-known business-to-business systems/approaches (Column 6, Lines 30-40).

It would have been obvious to one skilled in the art at the time of the invention that the system and method for responding to a user's request for assistance as taught by O'Meara et al. would have benefited from providing a list of candidate helpers to the user and having the user select one or more of the candidate helpers from the list to be automatically dispatched in view of the teachings of Lockwood et al.; the resultant system providing users the ability to select which helper (service provider option) is dispatched (Lockwood et al.: Column 10, Lines 50-53).

Regarding Claim 4 O'Meara et al. teach that the system and method for dispatching a helper (agent, worker, personnel, etc.) in response to a user's request for

assistance further comprises determining the user's location for a future task and accounting for the user's future task location in preparing the list of candidate helpers ("input interface receiving a location-based order and recording the location and time at which the order is to be fulfilled.", Paragraph 0048; Paragraphs 0117, 0129-0130, 0148).

10. Claims 6-7 and 12-13 are rejected under 35 U.S.C. 103(a) as being unpatentable over U.S. O'Meara et al., Patent Publication No. 2002/0077876 as applied to claims 1, 8-11, 19-23, 24, 26 and 29-30 above, and further in view of Suman et al., U.S. Patent No. 6,028,537.

Regarding Claims 6-7 O'Meara et al. does not expressly teach that the user's request for assistance is an emergency request or subsequently executing an emergency request routine as claimed.

Suman et al. teach a system and method to automatically assist a user recover from an unexpected disruption of service wherein the request for assistance is an emergency request and subsequently executing a emergency request routine (program, code, checklist, etc.; Abstract – 911 Column 1, Lines 50-60; Column 12, Lines 50-68; Column 13, Lines 1-10), in an analogous art of dispatching helpers in response to user's location/time specific requests for assistance for the purposes of providing quick access and communication with emergency services such as 911 (Column 1, Lines 50-60;

Column 13, Lines 1-10 and 32-45; Figure 3, Elements 37-38; Database Figure 3, Element 37).

It would have been obvious to one skilled in the art at the time of the invention that the system and method for dispatching candidate helpers in response to user's location/time specific requests for assistance as taught by O'Meara et al. would have benefited from responding to emergency user requests and a executing emergency request routine in view of the teachings of Suman et al.; the resultant system providing quick access and communication with emergency services such as 911 (Suman et al.: Column 1, Lines 50-60).

Regarding Claims 12-13 O'Meara et al. does not expressly teach that the user's request for assistance comprises an information resource request and in response to the request executing a information resource routine as claimed.

Suman et al. teach that the user's request for assistance comprises a information resource request and in response to the request executing a information resource routine (e.g. directions to/location of the nearest ATM, gas/service station, traffic reports, etc.; Column 2, Lines 11-25; Column 14, Lines 47-68; Column 33, Lines 4-48; Column 34, Lines 17-25), in an analogous art of assisting user's with requests for assistance, for the purposes of providing users with a plurality of useful information (Column 2, Lines 11-24).

Suman et al. further teaches that the system and method for assisting a user with their time/location specific location takes into account a plurality of information/parameters prior to identifying/listing and/or dispatching one or more candidate helpers including but not limited to the location and availability of the candidate helpers (Column 33, Lines 4-48; Column 34, Lines 17-25) wherein availability information not only includes current but also future availability (Column 35, Lines 14-30).

It would have been obvious to one skilled in the art at the time of the invention that the system and method for dispatching candidate helpers in response to user's requests for assistance as taught by O'Meara et al. would have benefited from assisting users with information resource requests in view of the teachings of Suman et al.; the resultant system providing users with a plurality of useful information such as weather, traffic or even the status of their fuel tank and the closest available (acceptable/suitable) gas station thereby assisting users in avoiding disruptions of service (i.e. avoid running out of gas; Suman et al.: Column 2, Lines 11-24).

***Conclusion***

Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

- Gelder, Franz, U.S. Patent No. 3,686,482, teaches a system and method for indicating the acceptability and/or suitability of candidate helpers (employees, personnel, etc.) to provide assistance and/or substitute (perform different types of work) based on the employees location and availability.

- Thompson, Robert, U.S. Patent No. 5,109,399, teaches a system and method for receiving user service requests for assistance, the request comprises an emergency request, wherein the system/method provides location-based services.

- Barry et al., U.S. Patent No. 5,293,644, teach a system and method for dispatching helpers in response to a user's request for assistance wherein the helpers are selected based on their suitability and/or acceptability (e.g. depending on the nature of the request the closet bus, tow truck and/or security personnel are dispatched to a bus accident).

- Vlcek et al., U.S. Patent No. 5,493,694, teach a system and method for responding to unexpected disruptions in service wherein upon receiving a user's request for assistance the system/method dispatches suitable and/or acceptable helpers (e.g. based on the GPS determined location of the service requestors and the service providers the closest helper/vehicle is dispatched).

- Brewster et al., U.S. Patent No. 5,960,337, teaches a system and method for dispatching acceptable and/or suitable helpers upon a user's time and location specific request for assistance.

- Smith et al., U.S. Patent No. 6,430,496, teach a system and method for automatically dispatching helpers in response to a user's time and location specific request for assistance wherein the helper's suitability and/or acceptability are taken into account (e.g. dispatching the closest available vehicles to the user's location). Smith et al. further teaches that the system/method utilizes a plurality of helper schedule/calendar information including but not limited to future appointments in order

to project (forecast, predict) future service needs and compare that to future service availability.

- Murray, Bradley, U.S. Patent No. 6,484,033, teaches a time and location based schedule management system and method.

- Blants, Lioudmilla, U.S. Patent No. 6,732,080, teaches a system and method for providing calendaring to mobile users (workers, service providers, etc.) wherein specific services/service providers are scheduled based on time, location and/or users preferences such as preferred service providers. Blants further teaches that the system/method takes into account "either the actual location of the mobile terminal or a location associated with calendar event signals" and the that mobile device/terminal has a GPS interface.

- Hall, William, U.S. Patent No. 6,937,853, teach a system and method for scheduling/coordinating the "meeting" of two or more users (entities) based location, time (availability, travel time, etc.) and other user defined constraints/objectives.

- Pace et al., U.S. Patent No. 6,962,531, teach a system and method for assisting a user recover from an unexpected disruption in service wherein upon receiving a user's request for assistance the system the rule-based system/method selects and dispatches acceptable and/or suitable service providers (helpers).

- CT Motion, Ltd., WO 0044/1104, teaches a system and method for managing a mobile workforce wherein helpers (personnel, staff, service providers, field worker, etc.) current schedule and task assignments, both being location/time based, are monitored and scheduled/allocated utilizing a plurality of rules.

Art Unit: 3623

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Scott L. Jarrett whose telephone number is (571) 272-7033. The examiner can normally be reached on Monday-Friday, 8:00AM - 5:00PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Hafiz Tariq can be reached on (571) 272-6729. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

  
SJ  
12/2/2005

  
TARIQ R. HAFIZ  
SUPERVISORY PATENT EXAMINER  
TECHNOLOGY CENTER 3600